Ahlo Warranty

Limited Warranty. Ahlo, a brand of Bell Mobility Inc. ("**Ahlo**" or "**we**"), warrants to the original purchaser of the Ahlo device ("**Device**") that the Device and its charging cable will be free from defects in materials and workmanship when used normally and as intended, as described in the **Ahlo Safety and Warranty Guide** provided with the Device ("**Limited Warranty**"). The Limited Warranty is valid from the purchase date of a new Device from Bell or Virgin Plus for a period of two years ("**Warranty Period**"). You cannot transfer this Limited Warranty. In Quebec, a statutory warranty of good working order of three years (effective October 5, 2026) applies to your Device in addition to this Limited Warranty.

Warranty Coverage. During the Warranty Period, if the Device or cable fails due to a covered defect, we will, at our option: (a) replace the Device with a new or refurbished device or repair the Device using new or refurbished parts; or (b) replace the cable with a cable with similar characteristics. After repair or replacement, coverage continues for the remainder of the original Warranty Period or 90 days from the repair or replacement date, whichever is longer.

Warranty Claim. To file a claim, contact Bell via e-chat (bell.ca/contactus) if you purchased your Device from Bell, or Virgin Plus via e-chat (virginplus.ca/contactus) if you purchased your Device from Virgin Plus. If your claim is for the cable, return it to a Bell store if you purchased it from Bell, or a Virgin Plus store if you purchased it from Virgin Plus. Regular data backups are recommended, especially before sending your Device for repair, as we are not responsible for data loss.

Limitations. We do not guarantee uninterrupted or error-free use of the Device and its cable. We reserve the right to limit the number of replacements provided under this Limited Warranty.

Exclusions. This Limited Warranty does not cover:

- Software or apps installed on the Device;
- Batteries or other consumable parts;
- Third party products or services.

This Limited Warranty does not cover damage due to:

- Normal wear and tear, including cosmetic damage;
- Force majeure events, including incorrect voltage;
- Accidents, loss, theft or vandalism;
- Abuse, neglect or misuse including alterations, improper or unauthorized repairs, maintenance, installation, set-up;
- External causes (e.g., fire, water, liquid, power surges, extreme temperatures or environmental conditions);
- Accessories other than the original Device's charging cable;
- Use with incompatible or older devices.

Exclusive Warranty. To the extent permitted by applicable law (which varies by province) and except as prohibited for Quebec residents, this Limited Warranty is exclusive and replaces all other warranties, representations, guarantees, conditions, whether express or implied, including those arising by statute, course of conduct or otherwise, including warranties of merchantability, quality, fitness for a particular purpose, durability, title and non-infringement. You may have additional legal rights (which vary by province).

Limitation of Liability. Except in Quebec, our total cumulative liability for any claim or cause of action, including fundamental breach in connection with this Limited Warranty, is limited to payment, upon request, for actual and direct damages up to $20. Except in Quebec, all other damages, including indirect, special, consequential, incidental, or economic, are excluded. We are not responsible for any losses or damages arising out of or relating to the Device due to the fault of independent third parties or unforeseeable and irresistible events. This limitation is in addition to other applicable limitations, such as those found in the End-User Licence Agreement governing the use of the Ahlo Software. These terms survive the warranty expiry.

Severability; Modification and Extension; Acceptance. If any provision is unenforceable, the remaining provisions remain in effect. No one is authorized to modify, extend, or add to this Limited Warranty. **IMPORTANT: By using the Device, you accept this Limited Warranty. If you disagree, return the unused Device to the retailer within 15 days of purchase.**

More Information. For more information, visit ahlo.ca/warranty. This warranty is provided by Bell Mobility Inc. and administered by SBE Canada Ltd., 2300 Hogan Drive, Mississauga, Ontario L5N 0C8.